



## COVID-19 Emergency Operations Center

SOP No: MS-158  
Draft Date: 4/8/2022

# Standard Operating Procedure

---

### Subject: Emergency Ordering Procedure at Medical Sheltering Sites

---

#### 1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to establish guidelines for requesting emergency and/or immediate supplies for patients during their stay at Medical Sheltering Sites. Ultimately, an immediate need can be justified if the item requested will support the patient in completing their quarantine at the Medical Sheltering Site.

#### 2. Definition

##### 1. Immediate Needs may include, but are not limited to:

- i. Medication (Prescription or Over the Counter)
- ii. Wound Care
- iii. Medical Supplies
- iv. Medical Equipment or Assistive Devices
- v. Children's Supplies
- vi. Baby Supplies
- vii. Limited Dietary Needs
- viii. Mental Health Activities
- ix. Facility Items
- x. Office Supplies (Such as Ink or Paper)
- xi. Meal Shortages
- xii. Water
- xiii. Any item that may convince a patient to complete their quarantine at the Medical Sheltering Site

### 3. Procedure

#### 1. Immediate Need on Day Shift (Monday-Friday)

- i. If the immediate order **can** be fulfilled same day through Instacart:
  1. Enter immediate need in the Procurement Form
  2. Work with Christina Kendrick to order immediate items through the Brilliant Corner's Instacart account
- ii. If the immediate need **cannot** be fulfilled same day through Instacart, the Site Manager will need to purchase the item from a local store and submit for reimbursement
  1. Enter the immediate need in Teams and tag Eric, Allan, and Brianna
  2. Before purchasing, Send Eric an email with the following:
    - a. Location of Medical Sheltering Site (Vagabond QI)
    - b. Justification for immediate purchase
    - c. Item needed
    - d. Cost of item needed
  3. After approval, Purchase the item
  4. Obtain the receipt
  5. Submit the receipt for reimbursement and reimbursement form to Brilliant Corners on the day you submit your invoice with Eric included
    - a. Enter the information that you included in the email to Eric to the BC Reimbursement Form
    - b. Check your bank account to confirm that you have received the reimbursement
      - i. Follow-up with [eburgoon@brilliantcorners.org](mailto:eburgoon@brilliantcorners.org) if there are any questions

#### 2. Immediate Need on Swing Shift or Weekend Shift

- i. Determine if the request can wait until the day shift or weekday shift
- ii. If the immediate order **can** be fulfilled same day through Instacart:
  1. Enter immediate need in Procurement Form
  2. Place the item as "Urgent"
  3. Enter the immediate need in Teams and tag Christina and Brilliant Corners Procurement Specialist for follow-up
- iii. If the immediate need **cannot** be fulfilled same day through Instacart, the Site Manager will need to purchase the item from a local store and submit for reimbursement
  1. Enter the immediate need in Teams and tag Eric, Allan, and Brianna
  2. Before purchasing, Send Eric an email with the following:

- a. Location of Medical Sheltering Site (Vagabond QI)
  - b. Justification for immediate purchase
  - c. Item needed
  - d. Cost of item needed
3. After approval, Purchase the item
4. Obtain the receipt
5. Submit the receipt for reimbursement and reimbursement form to [apinvoices@brilliantcorners.org](mailto:apinvoices@brilliantcorners.org) on the day you submit your invoice with Eric included
  - a. Enter the information that you included in the email to Eric to the BC Reimbursement Form
  - b. Check your bank account to confirm that you have received the reimbursement
    - i. Follow-up with [eburgoon@brilliantcorners.org](mailto:eburgoon@brilliantcorners.org) if there are any questions

| Invoice Reimbursements   | Program Reimbursements  |
|--|---|
| <p><b>Mileage Reimbursement</b></p> <ul style="list-style-type: none"> <li>• Location Start</li> <li>• Location end</li> <li>• Total Miles</li> <li>• Mileage rate (\$.575)</li> <li>• Total Mileage Reimbursement (\$)</li> <li>• Description of trip purpose</li> </ul> <p>Mileage Log example <a href="#">here</a>.</p> | <p><b>for QI, PEH, and VAX</b></p> <p><i>Payment via Direct Deposit</i></p> <p>Include:</p> <ul style="list-style-type: none"> <li>• Invoice (template <a href="#">here</a>)</li> <li>• Receipts</li> <li>• W9, ACH Authorization, and</li> <li>• a voided check or bank authorization (first time only)</li> </ul> <p><i>Payment via Paper Check</i></p> <p>Include:</p> <ul style="list-style-type: none"> <li>• Invoice (template <a href="#">here</a>)</li> <li>• Receipts</li> <li>• W9</li> </ul>               |
| <p><b>Parking Reimbursement</b></p> <ul style="list-style-type: none"> <li>• Parking receipt, <b>or</b></li> <li>• Image of Parking Ticket with charge visible, <b>or</b></li> <li>• Parking fee on bank statement (please black out account numbers)</li> <li>• Parking total for the pay period</li> </ul>               | <p>(please note that it takes 3-5 business days to print a check. Please email Elizabeth Burgoon if you want it overnighted)</p> <ul style="list-style-type: none"> <li>• Send all documents with backup documentation via email to <i>AP Invoices</i> (<a href="mailto:apinvoices@brilliantcorners.org">apinvoices@brilliantcorners.org</a>), <i>Elizabeth Burgoon</i> (<a href="mailto:eburgoon@brilliantcorners.org">eburgoon@brilliantcorners.org</a>) <b>and</b> cc your <i>Approving Supervisor</i>.</li> </ul> |